**iTeach/iLearn**

**1:1 Mobile Computing Solutions**

**School Ownership and**

**Asset Management**

**Version 2**

**August 20, 2008**



**iTeach/iLearn Asset Management Procedures**

Table of Contents



[Table of Contents 2](#_Toc133222651)



[Introduction](#_Toc133222652)

[Asset Production and Staging 3](#_Toc133222653)

[School Readiness Criteria 8](#_Toc133222660)

[Device Deployment (Delivery) to Schools 9](#_Toc133222662)

Asset Management / Inventory

Repair and [SmartSwap Procedures 11](#_Toc133222664)

Student Take Home Policy? Not Yet!

Loss or Theft Procedures

Best Practices for Schools and Depot Managers - a Summary

[APPENDICES 15](#_Toc133222665)

A. [iTeach/iLearn Sample Summer Security Plan](#_Toc133222666)

B. [Sample School Readiness Review Checklist 16](#_Toc133222667)

C. [Request to Take Equipment Offsite 23](#_Toc133222668)

D. Sample [Student User Agreement/IAUP Excerpts 24](#_Toc133222669)

E. Sample [Teacher User Agreement 27](#_Toc133222671)

F. [The *Who’s Who* of iTeach/iLearn 29](#_Toc133222674)

G. Flow Charts

Activation Process

Delivery Process

Theft Recovery

H.

# Introduction to iTeach/iLearn and This Document

**Welcome to iTeach/iLearn!** The Department of Education’s Office of Instructional Technology (OIT) joins the Deputy Chancellor for Teaching and Learning, Marcia Lyles, and Chancellor Joel Klein in welcoming your school to an exciting instructional technology program. Congratulations on being part of an opportunity to integrate state- of-the-art technology into your daily instruction. 1:1 technology offers you and your students unlimited resources throughout the school day. iTeach/iLearn brings opportunity, challenges and responsibilities. We hope you embrace each and enjoy the experience.

**Purpose of this Document**

The purposes of the iTeach/iLearn Asset Management Procedures are to provide guidance and consistent processes for the management, tracking, and security of assets that are part of the iTeach/iLearn program. This is a working document and we welcome feedback and suggestions for improvement.

The specific purposes of this document are:

* To ensure that appropriate iTeach/iLearn school staff, Department of Education (DOE) staff, and vendor-partners are aware of the location of every iTeach/iLearn asset (mobile device, presentation station, and printer, peripherals) at any given point in time.
* To ensure that asset management practices across all iTeach/iLearn schools are consistent and efficient
* To define ownership of the devices
* To detail the roles and responsibilities of each staff member involved in the deployment, use, and maintenance of the devices, including teachers, students, vendors, Depot Managers, etc.
* To comply with audit requirements mandated by the asset funding sources, including NYC Department of Education Standard Operating Procedure Manual (SOPM), and related State and Local legislation and guidance.

# Asset Production and Staging

## Overview

The objective of this section is to describe the steps in the process from the time the Office of Instructional Technology (OIT) issues the Purchase Order to Dell and Apple through delivery of the devices to the schools. The complex process will provide an iTeach/iLearn device uniquely equipped with selected instructional software and tools as well as asset

tracking software and identification.

DELL and Apple have been selected to provide a Windows-based tablets and a Mac iBook/MacBook for the iTeach/iLearn program. The specifications of each package are below in Figures 1 and 2:

Figure 1 and 2: ThinkPad Convertible Tablet Package Components

|  |  |
| --- | --- |
| **Lenovo (IBM) ThinkPad X41 Convertible**  **Tablet Package Components** |  |
| X41 Tablet Computer |
| AC Power Adapter |
| Modem Cable |
| Setup and other printed documentation |
| Extra TrackPoint Caps |
| 1 4-cell battery and 1 8-cell battery |
|  |

|  |
| --- |
| **Dell XT Tablet** |
| XT Tablet Computer |
| 2 AC Power Adapter |
| Modem Cable |
| Setup and other printed documentation |
| 2 6-cell batteries |
|  |
|  |

Figure 3 and 4: Apple Package Components

|  |  |
| --- | --- |
| **Apple iBook G4 Package Components** |  |
| iBook G4 |
| VGA display adapter |
| Modem cable |
| Power adapter, AC wall plug and power cord |
| Lithium-ion battery |
| Install/restore DVDs |

|  |  |
| --- | --- |
| **Apple MacBook Package Components** |  |
| iBook G4 |
| VGA display adapter |
| Modem cable |
| Power adapter, AC wall plug and power cord |
| Lithium-ion battery |
| Install/restore DVDs |

## Roles and Responsibilities

* Asset Production: **Dell** is responsible for the manufacturing of the Dell tablets while **Apple** is responsible for the manufacturing of Apple’s iBooks.
* Staging**:** **Trifusion**, a subcontractor to Dell, is responsible for asset staging for both Apple and Dell devices. **Absolute Computrace** is also present at staging to ensure that the asset tracking software, Computrace, is properly installed and configured on each device, and to oversee asset data upload to the Computrace Customer Service Center.
* Warehousing**: ICC**, located in New Jersey, is responsible for asset preparation and delivery.

## Purchase Order Issuance to Dell and Apple

OIT issues a Purchase Order (PO) to Dell and Apple. The PO must be prepared in accordance with Capital Funding requirements. Once Dell and Apple receive their POs, they inform their equipment manufacturers, (Dell for the XTs and Apple Manufacturing for the iBooks) to initiate the equipment manufacturing process.

## Asset Production

Equipment orders are placed and the manufacturers provide the DELL and Apple project teams with an Estimated Time of Arrival for the products. Manufacturers start production. Once production is complete, both Dell and Apple manufacturers deliver products to the DELL Subcontractor, ICC.

## Staging

During the staging process, devices are assembled and processed in preparation for deployment. The following activities occur during staging:

* **Imaging:** Laptops/tablets are imaged.

There are four standard iTeach/iLearn images. There is an IBM image (x41) a Dell image (XT) and two Apple images (iBook and MacBook). Within the same manufacturer the images should appear exactly the same. New devices will be loaded with the standard image for the model. This image is created and approved by the NYC DOE Office of Instructional Technology. Apple will provide the Apple image to ICC and Dell will provide the DELL image. After image creation and testing are finalized, OIT will approve the standard image to be placed on each device (include depot devices) that will be deployed to a school. OIT will put procedures in place to update the image periodically. On the school level, the updating of images on the machines will be the responsibility of the depot manager. We will be working with the school Depot Managers to help make any needed image changes.

* **Sticker Branding**: The iTiL logo stickers are placed on each device and piece of equipment. ICP will place the sticker (shown at right) onto each



iTeach/iLearn device. The sticker which contains the

iT/iL logo indicates that the devices are NYCDOE-

issued and will assist the DOE, vendors, NYPD, and other project stakeholders in identifying these devices as part of the iTeach/iLearn program.

* **Asset Tagging:** ICP will tag all iTeach/iLearn mobile devices with silver metallic asset tags. Each asset tag will be located on the top of the device on the opposite side as the screen. The asset tags will contain some items that are currently utilized as part of the DOE standard asset tagging protocol; however, the asset tags will also be customized to both comply with new audit requirements and to uniquely identify devices as iTeach/iLearn program assets. The following items will be components of the iTeach/iLearn Asset tags:

1. **“Asset ID”:** The Asset ID is a 10-character alphanumeric code that starts with the letters “D-O-E”, followed by a dash, “-“, followed by the **letter “X”,** followed by 6 numeric digits.
   1. For example, an iT/iL mobile device will read: “**Asset ID:** **DOE-X67806715**.”
   2. **Note:** The dash and the letter “X” diverge from standard DOE asset tagging protocol and will identify these devices as unique to iT/iL.
   3. Devices deployed during Phase 1 will have asset tags beginning with 6. Asset tags on devices deployed during Spring 08 will begin with the number 8.
2. **Barcode:** The Asset ID information Barcode is part of standard DOE-asset tagging protocol and is used by the Dell Management System to inventory DOE issued devices for DIIT.
3. **Serial Number:** serial number of the device
4. “**Project: iTeach/iLearn”**: This will specify that the device is associated with iT/iL. This component is unique to iT/iL devices.
5. **“DOE Support: See your Depot Manager”:** This will direct administrators, teachers, and students to see their Depot Managers if they require technical support. All technical support within the school must be routed through the Depot Manager, who will be responsible for swapping out devices that require repair.

**Note:** This part of the asset tag differs from standard DOE asset tagging protocol which usually provides a Help Desk support number on the asset tag. Depot Managers will be the only iTeach/iLearn participants who may call the helpdesk.

1. **“Property of the New York City Department of Education”:** This is a standard component of DOE asset tagging protocol.
2. **Funding source:** In accordance with the DOE inventory requirements, the funding source code with which the items were purchased appear on the asset tag.

* **Computrace Activation:** Absolute’s Computrace will be installed as part of the standard image on each device at the staging area at ICP. Laptops/tablets are then connected to the Internet to enable Computrace to download device information to the Computrace Customer and tie that information to the student/teacher information provided by the DOE. An Absolute manager will be on-site at ICP to oversee the proper installation and configuration of the agent. During this registration process, the agent’s initial connection accomplishes the following:
* Basic asset data is auto-discovered and stored in NYCBOE’s “Customer Center,” the asset management database.
* The Make, Model, and Serial Number of the device are also uploaded to Computrace
* A unique Electronic Serial Number (ESN) is generated by Computrace
* After an approximately 20 minute period, this ESN appears in the NYCBOE data area of the Customer Center.

See Appendix G: Activation Process for a summary of these events.

* **Boxing:** Laptops/tablets & peripherals are boxed.
* **Box Labeling:** Boxes are labeled with Asset ID, School ID, Serial Number, Recipient Name, Classroom, ATS Classroom, Teacher Name (for teacher devices), and Teacher & Student name for student devices.
* **Loading/Unloading:** Boxes are loaded into delivery trucks and unloaded at the schools upon school readiness. See **School Readiness Criteria** and **Device Deployment to Schools** below.

# School Readiness Criteria

## Overview

Prior to receipt of devices, schools must meet readiness criteria to ensure that schools, principals, teachers, and students are ready, willing, and able to receive, properly care for, and use devices. DELL will contact the school principal to schedule a School Readiness Review in each school prior to delivery of the devices. During this review, DELL will go to each school to meet with the principal, Depot Manager, course coordinator, and other lead instructional staff who are available to review the school’s state of readiness. The goal is that each iTeach/iLearn school will have developed an approved device storage plan, that includes storage areas chosen for maximum security e.g.: rooms with deadbolt locks, window grills, alarms, TV cameras and/or additional locking mechanisms; keys and access codes changed often by selected personnel only; vaults or safes. In addition, school-readiness requires a Summer Security plan approved before deployment.

Key criteria are listed below. See the complete list in the attached [**School Readiness Checklist in the Appendix.**](#_Sample_School_Readiness_Review Chec) **Please note:** This Readiness Checklist will be updated, but as of this date has not been.

* **Site Survey Completion:** DELL will complete the site survey of the school after deployment. As part of the site survey,
  + - A secure depot should have been identified.
    - Repairs/upgrades to the wireless infrastructure and electrical upgrades should be complete or be scheduled to be completed.
* **Out of the Box Training:** Teachers and students receiving devices must be available to complete Out of the Box training before making use of the devices.
* **Depot Management Training:** The Depot Manager must have received and reviewed Depot Management procedures and received training.
* **Summer Security Plan:** Schools must have submitted a plan for summer security. The School Readiness Team in conjunction with OIT should have approved this plan. School plans will be validated at time of School Readiness Review, Site Survey, and against the DSF and SCA lists of schools under construction.

See Summer Security Plan in the appendix.

# Device Deployment (Delivery) to Schools

At the time of school readiness, DELL will discuss scheduling options with principals for device delivery and teacher and student Out of the Box (OOTB) training. (Schools that require repairs to their infrastructure, electrical connectivity, or do not meet other readiness criteria will receive devices after readiness criteria have been met.) Due to the large volume of iT/iL classes in some schools, there may be more than one delivery date within in a school.

Upon delivery, DELL/Custom Computer will test the equipment and assist the Depot Manager in updating the Absolute Customer Center (asset management system) to reflect any changes in what was received and where in the school it is deployed. The process to forward the inventory to the DOE Help Desk will be done automatically. (Note: Depot Managers have been trained on these procedures as part of the school readiness.)

At this point, students and teachers should accept the equipment and the responsibilities that go along with acceptance. See Appendices E and F for Sample Student and Teacher Agreements.

For a summary of the deployment process, see Appendix G: Delivery Process

**Sample Guidelines for Personal Responsibility for Laptop Use**

* Teachers and students should receive laptops and other equipment only after appropriate out-of-the-box training.
* Only iTeach/iLearn staff and eligible students are to be given laptops.
* Upon receipt of equipment, teachers and students should sign a User Agreement acknowledging personal responsibility (See sample documents).
* When a teacher leaves the school’s employ, the teacher must return the laptop to the principal or his/her designee and the inventory records should be adjusted in accordance with the school procedures.
* When a student transfers to another class or school, the student must return the laptop to his/her teacher who should return the laptop to the Depot Manager, and the inventory records should be adjusted in accordance with the school procedures.
* Laptop users should never “swap” devices with others unless authorized by the depot manager or other official who maintains the school inventory.
* If new students or new teachers enroll in your school the depot reserve may be deployed to that person.

**Another Word (or Two) About Security**

Classroom laptops are delivered on laptop carts that have dual functions: to charge the devices and secure them. The carts are “grouped” together to make it difficult to remove them from the classroom. Finally, each laptop is equipped with a Computrace security tracking device that is analogous to “Lo-Jack” in a car.

However, the ultimate security depends upon human responsibility. Procedures to monitor the equipment and establishment of common sense precautions will prevent damage and theft. Following are minimum guidelines for iTeach/iLearn asset management.

**Physical Security Reminders**

* Prior to distribution and during school vacations equipment must be in a secure, locked room. Laptops should be stored on the laptop carts, which are “grouped” together.
* Prior to the summer, equipment should be stored in a secure location, following the school’s approved Summer Security Plan. In another location, store a detailed inventory of stored items along with a list of personnel allowed access to the space. Periodic checks on the equipment in storage are needed throughout the summer.
* If the storage areas or classrooms are being renovated, a clean, safe and secure alternate space should be used.
* A separate additional inventory list should be maintained in a space other than the depot
* When the teacher and students leave the classroom for lunch, recess and the end of the day, laptops should be placed on the laptop carts, which are “grouped” together and the room should be locked.
* In case of a teacher’s absence, the principal or his/her designee should ensure that appropriate procedures are followed.

**Asset Management / Inventory**

**Overview**

The school assumes ownership of all iTeach/iLearn equipment upon delivery and is responsible for its care and safety. The school Depot Manager is responsible to maintain an accurate inventory at all times, including:

* When a device is assigned or reassigned to student, teacher or depot inventory
* When a device is brought to the depot for repair and is swapped with the internal inventory
* When a device is sent out of the building for warranty repair

**Roles and Responsibilities**

When a change in “ownership” or assignment occurs, the Depot Manager digitally updates their files and communicates the change according to established procedure.

The Depot Manager’s updates are done in the Absolute Computrace data system. Absolute updates its customer center and sends updated data to DIIT’s MAGIC system which the helpdesk references. DIIT Help Desk (MAGIC) maintains inventory of all iTeach/iLearn devices under warranty.

ICP will asset tag any untagged iTeach/iLearn equipment including: school, room, SMART Board (SB680) Serial Number; Mitsubishi Projector (SD205U) Serial Number; Date installed. Tequipment Inc**.** sends to Absolute asset management information for classroom equipment.

The iTeach/iLearn Lexmark printers will be asset tagged by Dell Managed Services. Lexmark/Dell sends to Absolute asset management information for classroom printers, including: school, room, Serial Number; date installed.

# Repair and Swap Procedures

**Overview**

Students and teachers are trained in the care and maintenance of their devices in the Out of the Box training, at time of deployment. However, with the best of care, devices do need maintenance periodically. iTeach/iLearn has put in place a technical support system to ensure maximum use of classroom equipment and just-in-time replacement:

**Roles and Responsibilities**

When the student/teacher reports a problem with a device that the Depot Manager cannot remedy, the Depot Manager will “swap” that device with one from the school “depot” inventory and record the change in ownership in Absolute Computrace. The Depot Manager then calls OIT helpdesk which calls into play the warranty repair system.

# Getting Support/Reporting Trouble

If the Depot Managers cannot fix trouble on a device, they should follow the process outlined in Depot manager training and outlined in the chart in Appendix G: Helpdesk Procedures.

Two Level 1 support have been hired to support iTeach/iLearn. Depot managers can reach them by calling the OIT helpdesk. An email address to report trouble or ask questions will be available shortly.

**Does iTeach/iLearn Have a Student Take Home Policy? Not Yet!**

iTeach/iLearn is an in-school 1:1 program. However, the added value of allowing students to take home computers is obvious, and OIT will work with schools during Spring 2008 to develop a plan.

**Loss or Theft**

Reporting the theft or loss of an iTeach/iLearn laptop involves one major additional step **(see #5 below)** to reporting loss or theft of other school assets. The memorandum issued by the Office of School Intervention and Development on August 29, 2005, entitled *September 2005 Safety and Discipline Procedures* requires that when a school crime is committed the school must immediately notify:

1. The School Safety Agent, who will notify the
2. The NYC Police Department to File Form #61
3. Office of School Intervention and Development’s Emergency Information Center (EIC),
4. The Regional Safety Administrator, **and**
5. **Notify Absolute (Computrace) using the form on the Customer Center.**

Absolute will work with the NYC Police Department to locate the errant computer and, hopefully, to recover it.

**Exactly What is Absolute/Computrace? How does it Work?**

Computrace acts similarly to “Lo-Jack” on cars, in that it monitors who is using the device at all times. By tracing the IP address when a device accesses the Internet, Computrace tracks where the hardware is used. It also detects unauthorized software installed on any given device.

The Depot Manager will activate an exception report periodically to see from where each device has called in; will report discrepancies; and will notify the DOE and NYPD. When reported, Absolute will “call out” to the device every 15 minutes until its new IP address helps the NYPD recover the machine. If it fails to recover the device and the computer had called out 30 days prior to theft, Absolute will reimburse the DOE a percentage of the purchase price.

The Customer Center data base enables the school to record inventory and produce reports. Devices are entered in groups (classrooms) and will be recorded as “dormant” during vacations.

See Appendix G Flow Charts: Theft Reporting and Theft Recovery

# Printers

Every classroom which has a smartboard will also be provided with a printer.

If the classroom has a Datamation cart, the printer will be mounted on top of the cart. If there is no cart in the room, the school should identify a table on which a printer can be secured. IBM will survey schools during the site readiness process to gather this information.

In order to standardize deployment, printers will all be set up with the same procedures. All teacher devices will be configured to print to every printer in the building. Each printer will be equipped with a cable for a student to connect to in order to print their final work.

After deployment, the choice of the printer configurations will be determined by the school. Depot Managers will be provided with information on how to configure machines to the printers in each room.

We encourage schools to define their own school policy on printing. Additional ink cartridges will need to be purchased by the school.

**Best Practices for Schools and Depot Manager – a Summary!**

* Lunchtime
  + Lock carts and classroom doors
* Nightly
  + Lock individual carts
  + Group carts together and lock
  + Make sure classroom doors are locked
* Summer/Vacations
  + Periodic checks on equipment
  + Enter Dormancy by group
* During School renovations
  + Move, cover, protect everything (e.g. devices, smartboards, etc.)
* Be sure that each teacher is counting and signing off on the count every night (see Appendix J)

APPENDICES

Appendix A

# iTeach/iLearn Summer Security Plan

**Principal Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Principal Email Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Principal Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ School ID\_\_\_\_\_\_ School Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Region: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ School Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Please describe your summer security plan by providing answers to the questions below. Please be sure to answer every question.

* 1. What renovations will occur in the building during the summer?

How many days will the renovations last?

Who is performing the renovations?

What classroom numbers will be affected by the renovations?

* 1. Please specify the classroom/storage room numbers where iTeach/iLearn devices will be stored over the summer.

*\*\*Note: Devices must be stored in a location other than where renovations will occur.*

* 1. What type of locking mechanism(s) secure the storage room door?
  2. How many windows are in the storage room?
  3. What type of locking mechanism secures the windows?
  4. How often will a school employee check on the inventory? (Minimum of every 28 days)
  5. What additional security measures do you have in place?
  6. What activity is going on in the building over the summer? If summer school, will you be the administrator in charge of the summer school?

The information I have provided in the iTeach/iLearn Summer Security Plan is accurate and complete.

Principal Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***For Site Readiness Team Use Only***

***Security Plan Approved***



***Security Plan Not Approved***



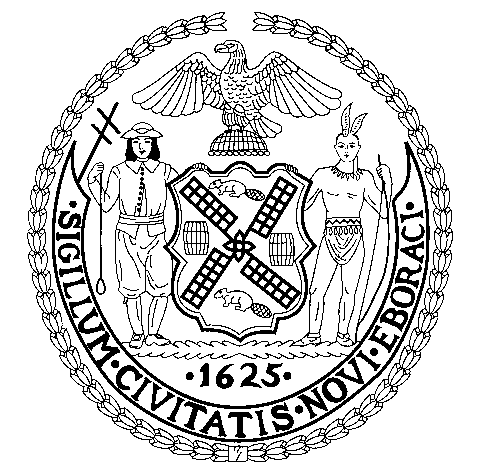
**If not approved, recommendations for site remediation & revisions to deployment schedule:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# Appendix B



# School Readiness Review Checklist



# N.Y.C. Department of Education

**iTeach/iLearn Project**

***School ID #:***

***School Name:***

***Region:***

***District:***

***STREET:***

***BOROUGH:***

***ZIP CODE:***

***PHONE NUMBER:***

***FAX NUMBER:***

***Hours of Access to the School:***

***School Black-out Dates (Spring Break, Testing, Conferences, etc):***

***Date Performed:***

**Note:** In order to successfully complete this School Readiness Review, the following personnel are recommended for their knowledge and input: Principal, Instructional Leader(s) and Depot Manager.

**Please list the Name, Phone #, email Address and Fax Number of those participating in this School Readiness Review below**:

|  |  |  |  |
| --- | --- | --- | --- |
| ***NAME*** | ***PHONE #*** | ***Email Address*** | ***FAX #*** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

***PRINCIPAL CONTACT INFORMATION:***

**NAME:**

**PHONE NUMBER:**

**ALTERNATE PHONE NUMBER:**

**FLOOR & ROOM NUMBER:**

**FAX NUMBER:**

**EMAIL ADDRESS:**

***DEPOT MANAGER CONTACT INFORMATION:***

**NAME:**

**PHONE NUMBER:**

**ALTERNATE PHONE NUMBER:**

**FLOOR & ROOM NUMBER:**

**FAX NUMBER:**

**EMAIL ADDRESS:**

***INSTRUCTIONAL LEADER(S) CONTACT INFORMATION:***

**NAME:**

**PHONE NUMBER:**

**ALTERNATE PHONE NUMBER:**

**FLOOR & ROOM NUMBER:**

**FAX NUMBER:**

**EMAIL ADDRESS:**

***CUSTODIAN CONTACT INFORMATION:***

**NAME:**

**PHONE NUMBER:**

**ALTERNATE PHONE NUMBER:**

**FLOOR & ROOM NUMBER:**

**FAX NUMBER:**

**EMAIL ADDRESS:**

* + - * 1. ***THE NAMES AND ALTERNATES THAT CAN PROVIDE AN ACCEPTANCE / FINAL SIGN-OFF FOR THE FOLLOWING ON-SITE ACTIVITIES:***

|  |  |  |  |
| --- | --- | --- | --- |
| **RESPONSIBILITY** | **NAME** | **TITLE** | **PHONE** |
| **School Readiness Review** |  | **Principal** |  |
| **Principal Designee** |  |  |  |
| **Equipment Delivery** |  | **Principal** |  |
| **Principal Designee** |  |  |  |
| **Equipment Deployment** |  | **Principal** |  |
| **Principal Designee** |  |  |  |
| **“Out of the Box” Training** |  | **Principal** |  |
| **Principal Designee** |  |  |  |
| **Professional Development Training** |  | **Principal** |  |
| **Principal Designee** |  |  |  |

***B. THE FOLLOWING EQUIPMENT WILL BE DEPLOYED TO THE SCHOOL:***

**IBM TABLET YES NO**

**The IBM Tablets include the following items in the box:**

**- X41 Tablet Computer**

**- Line Cord**

**- AC Power Adapter**

**- Modem Cable**

**- Setup and other printed documentation**

**- Extra TrackPoint Caps**

**- Standard 4 Cell battery**

**APPLE IBOOK** YES NO

**The Apple iBooks include the following items in the box:**

**- iBook G4**

**- VGA display adapter**

**- Modem cable**

**- Power adapter, AC wall plug and power cord**

**- Lithium-ion battery**

**- Install/restore DVDs**

**- Printed and electronic documentation**

|  |  |
| --- | --- |
| **DEVICES** | **QTY** |
| **IBM Tablets – Total Number of Devices** |  |
| **- IBM Tablets for End User Deployment** |  |
| **- IBM Tablets for Spares Pool** |  |
|  |  |
| **Apple iBooks – Total Number of Devices** |  |
| **- Apple iBooks for End User Deployment** |  |
| **- Apple iBooks for Spares Pool** |  |
|  |  |
| **Spare Batteries** |  |
|  |  |
| **Extra AC Power Adapters** |  |
|  |  |
| **Multi-Battery Charges** |  |
|  |  |
| **External CD/DVD Drives** |  |
|  |  |
| **External CD/DVD Drives for Spares Pool** |  |

***C. ITEACH / ILEARN PROPOSED DELIVERY SCHEDULE:***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DATE** | **TIME** | **FLOOR** | **ROOM #(S)** | **ATS CODE** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

***D. ITEACH / ILEARN PROPOSED EQUIPMENT DEPLOYMENT SCHEDULE:***

**- Number of Eligible 6th Teachers:**

**- Number of Eligible 7th Grade Teachers:**

**- Number of Eligible Instructional Leaders:**

**- Number of Eligible Students:**

**- Number of Eligible Classrooms:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DATE** | **TIME** | **ROOM #** | **# OF TEACHERS** | **# OF STUDENTS** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

***E. ITEACH / ILEARN EQUIPMENT PROPOSED “OUT OF THE BOX” TRAINING SCHEDULE:***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DATE** | **TIME** | **ROOM #** | **# OF TEACHERS** | **# OF STUDENTS** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

***Notes:***

***a) Teachers and Students must be available to attend the “Out of the Box” training.***

***b) Out of the Box” training is based upon 30 Students per class. Consolidation of classes to achieve 30 students per class will be discussed and finalized with the Principal during the School Readiness Review.***

***F. Q & A Section***

With regard to training purposes, what is your comfort level with Technology? Use a scale of 1 (Low) to 5 (High).

Principal:

Depot Manager:

Has an IBM and DITT Site Survey been completed at the school?

YES NO

Comments:

What is the State of Network readiness?

b) Have repairs/upgrades to the wireless infrastructure and electrical upgrades been completed?

YES NO

Comments:

Are the Device Lockers (Carts) deployed and setup in each class room by Datamation?

(Carts should be on site (1) week prior to Laptop Deployment)

YES NO

Comments:

Do the Teachers and Depot Manager have keys for the Device Lockers (Carts)?

YES NO

Comments:

Are the Lexmark 342N Printers deployed in each classroom by Datamation? Have the Printers been configured with IP addresses onto the network.

YES NO

Comments:

Are the Smart Boards setups in each room? Are the Smart Board USB cables available in each class room?

YES NO

Comments:

Has the School submitted a plan for Summer Security?

YES NO

If YES, has OIT approved this plan?

YES NO

Comments:

Has the Depot Manager received and reviewed the Depot Management Procedures provided by OIT?

YES NO

Comments:

Is there an alternate Depot Manager?

YES NO

Comments:

Has the Depot Manager completed Depot Training / Supplemental Project Orientation Training?

YES NO

Comments:

Is there a secure Depot(s) in-place?

YES NO

Floor:       Room #:

Floor:       Room #:

Comments:

Are there data drops available in the Depot, if needed?

YES NO

If YES, how many?

Comments:

Where is the location of the Spares Pool (s)?

Floor:       Room #:

Floor:       Room #:

Comments:

How is the Spares Pool secured?

YES NO

Comments:

Are there any Special Equipment Delivery Requirements?

YES NO

(.i.e., what type of truck is needed, is there a separate entrance for

deliveries to the school, are there any Union Issues, etc.)

Comments:

Is there a loading dock at the school?

YES NO

Comments:

Is there an elevator at the school for equipment deliveries?

YES NO

Comments:

Is there a specific location within the school than can be used

to store the Equipment prior to deployment?

YES NO

If YES, specify where:

If the storage space is available, is it secure?

YES NO

Comments:

Are there any Disposal & Trash requirements? Recycling?

YES NO

Comments:

*G. School Readiness Review Summary (Issues, Concerns and Recommendations)*

# Appendix C Request to Take Equipment Offsite

<http://www.nycenet.edu/org/ico/ict.ppt>



Appendix D Student User Agreement/IAUP Excerpts

**School Letterhead**

Dear Student:

You and your classmates have been selected to join a very exciting program, sponsored by your school and the Department of Education’s iTeach/iLearn project. We will provide you with a laptop for you to use in school in your daily work. Hopefully you will enjoy the opportunity to better work with other students, teachers and experts in exciting project-based instruction.

This is a tremendous opportunity and responsibility. We trust that you can handle it! Please read the agreement below and sign it, along with your parents, so that we know you are a partner in this program.

Principal

# Take Home Program Sample Student User Agreement

**Student Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Class: \_\_\_\_\_\_\_\_\_\_\_\_\_ Teacher: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Parent Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Parent Cell Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Emergency Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. I understand that the laptop is the property of the school and is on loan to me.
2. I have read and understand the Internet Acceptable Use Policy (IAUP) and agree to abide by its provisions.
3. I understand that the school has the right to inspect the laptop at any time for inappropriate files, repair and/or upgrades.
4. I may not install other software on the computer without the prior consent of the school principal or his/her designee.
5. I have received out-of-the-box training and feel comfortable that I can use and care for the equipment.
6. I will take care of the laptop according to guidelines taught to me in training.
7. I will keep the computer in a safe place away from food and liquids, and protect the screen when moving from class to class.
8. I will not store personal files on the laptop and will follow file-storage procedures taught to me by my teacher/trainer.
9. I will not lend the laptop to anyone or trade laptops.
10. If I cease to attend the school, I must return the laptop with its peripherals (e.g., cables, batteries, cases, etc.)
11. I will notify my teacher if the laptop needs repair, is lost or stolen.
12. If I am negligent in the care of the computer, my parent/guardian will be responsible to reimburse the school for the resulting loss/repair.

I have read the above Student Agreement and I will abide by its conditions.

Student Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This student is in my grade class, and is eligible for an iTeach/iLearn laptop.

Teacher Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**School Letterhead**

**Internet Acceptable Use Policy Highlights for Students**

The New York City Department of Education (NYCDOE) is giving students access to the Internet, and e-mail when available, for use with their studies. Students may use the Internet at school and at home to do research and to communicate with teachers and other students. Students will have access materials not otherwise easily available, and may use e-mail to communicate with other students across the world. Students will be able to take Virtual Field Trips, visiting places they would not otherwise have an opportunity to see. The NYCDOE will monitor students’ online activities. Any student who does not follow the rules may have his/her access cancelled. The rules governing Freedom of Expression, as listed in the Bill of Student Rights and Responsibilities, will apply to the Internet.

Students who use the network to harass other users or plagiarize material are subject to the provisions of the Bill of Student Rights and Responsibilities and local, state or federal laws or ordinances.

**Regarding Student Web Sites, Students**:

* Own the copyright on all materials they create and then post on the web
* May create a web page/site as part of a class activity
* May create a personal web page with school/district permission
* May not post photos of themselves without prior parental written consent
* Should keep a back-up copy of their web site because the school may erase all student sites at any time.
* Should make sure all material placed on a web site has accurate information, and correct spelling and grammar
* May not provide personal contact information (home or school)
* May not use disrespectful language
* Must obey all Copyright Laws when using all DOE equipment All violations of copyright laws (i.e., copying programs without written permission from the copyright holder who is the author or producer of the program as covered under local, state of federal laws and ordinances)
* May include in reports research information found on the Internet when the web site address is properly identified
* May not download copyrighted movies or music

**Regarding Student E-mail Accounts, Students:**

* Are responsible for their own account
* May use e-mail to communicate with others in New York City, across the United States and around the world
* May use e-mail to communicate with their teachers
* May use e-mail to get information for class projects
* May share documents with others as related to class projects
* Should notify their teacher if they think their file has a virus
* Should tell their teacher if anything happens online which makes them feel uncomfortable
* Should tell their teacher if they believe someone else knows their password
* Should understand that their e-mail is not private and that officials are able to read what they write and what they receive
* May not do anything illegal online
* May not use another person’s e-mail account
* May not arrange to meet anyone met online without a parent’s approval
* May not deliberately spread viruses
* May not threaten the safety of another person
* May not harass another user
* May not give his/her password to another person
* May not use disrespectful language
* May not send chain letters

Appendix E Teacher User Agreement

**School Letterhead**

Dear Teacher:

Welcome to iTeach/iLearn! Our school has been selected to join a very exciting program sponsored by the Office of Instructional Technology, the Department of Education’s iTeach/iLearn project. As part of this project we provide you with a classroom SMART Board, projector, and a laptop for you to use daily work, and the accompanying professional development and technical support. Hopefully you will enjoy the opportunity integrate technology into daily classroom instruction, and will learn a lot along with your students.

In order to protect the valuable asset, I am asking you to read and sign the agreement below.

iTeach/iLearn brings tremendous opportunity and responsibility. You are commended for the time and energy that you have given and will continue to give to make this program a success.

Principal

Take Home Program Sample Laptop

Teacher User Agreement

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Class: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Cell Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Emergency Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. I understand that the laptop is the property of the New York City Department of Education and is on loan to me.
2. I will follow the DOE Internet Acceptable Use Policy (IAUP) provisions for staff, found at <http://www.nycenet.edu/Administration/Offices/FinanceandAdministration/DIIT/WebServices/iaup/default.htm>
3. I understand that the school has the right to inspect the laptop at any time for inappropriate files, repair and/or upgrades.
4. I may not install other software on the computer without the prior consent of the school principal or his/her designee.
5. I have received out-of-the-box training and feel comfortable that I can use and care for the equipment.
6. I will take care of the laptop according to guidelines taught to me in training.
7. I will keep the computer in a safe place away from food and liquids, and protect the screen when moving it from place to place.
8. I will not store personal files on the laptop and will follow file-storage procedures taught to me by my teacher/trainer.
9. I will not lend the laptop to anyone or trade laptops.
10. If I leave the school, or for any reason do not report to the school in September, I must return the laptop with its peripherals (e.g., cables, batteries, cases, etc.) to the school.
11. I understand that I am being given this laptop because I am scheduled to teach an eligible subject in September. If I do not teach this grade/subject in September, I will return the device to my school’s depot manager.
12. During the summer if the laptop needs repair, is lost or stolen I will notify the Department of Education, OIT (Jennifer Kupinse, 212.374.0725, jkupinse@schools.nyc.gov); during the school year, I will notify my school’s Depot Manager.
13. If I am negligent in the care of the computer, I am responsible to reimburse the school for the resulting loss/repair.

I have read the above Laptop Agreement and I will abide by its conditions.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Appendix F

The Who’s Who of iTeach/iLearn

iTeam (in-school)

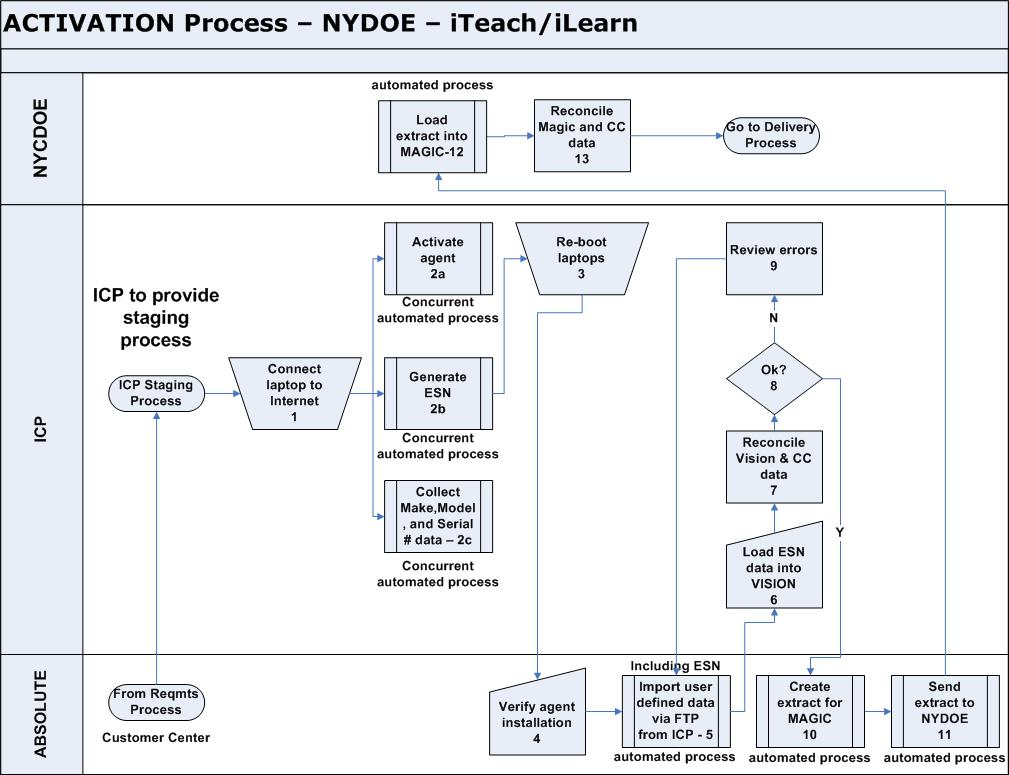
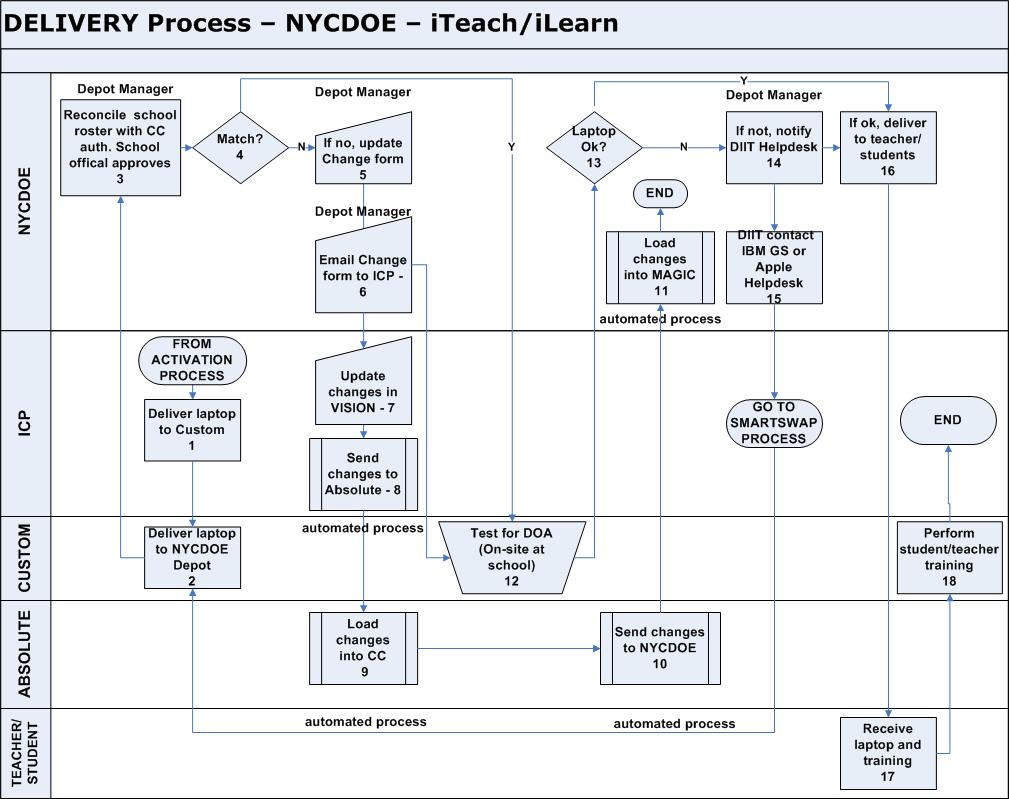
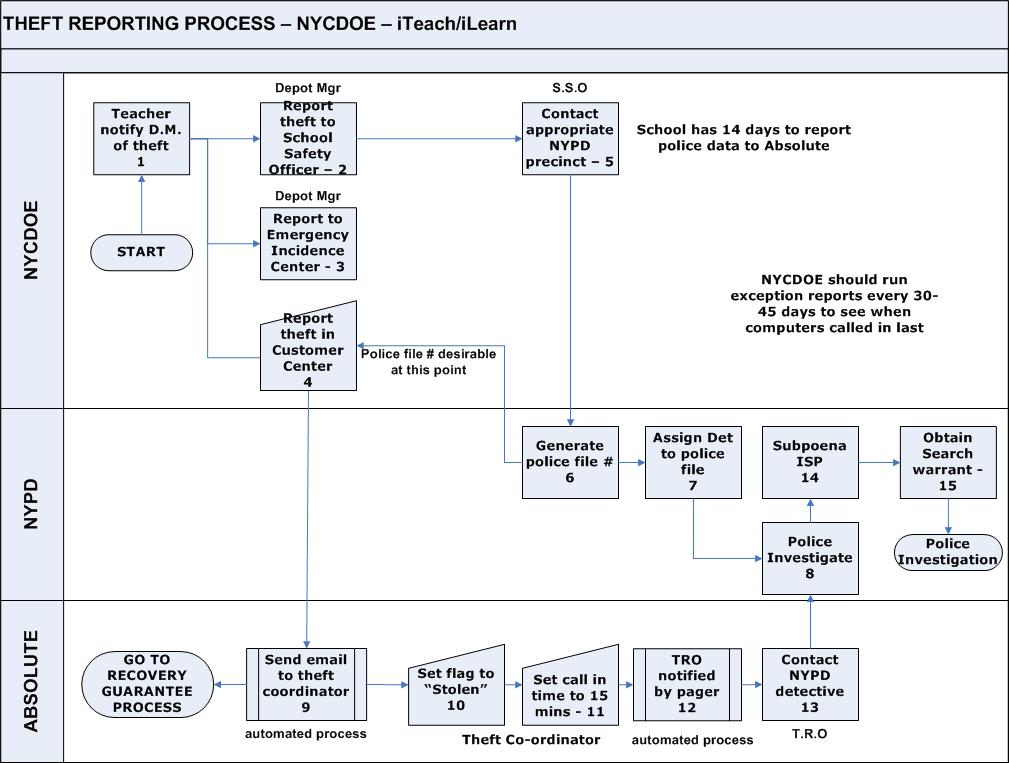
|  |  |
| --- | --- |
| iTeam (Instructional and Implementation Team) | |
| Role  (Position) | Responsibilities |
| Project Leader  (Principal) | * Assign staff to the iTeam * Attend iLead meetings and provide input * Raise issues, concerns, and proposed solutions to the OIT * Participate and encourage participation in the evaluation process * Champion iTeach / iLearn for the School including the parent and teacher communities * Lead and support instructional change initiated by iTeach iLearn * Ensure that school staff stays within given iTiL budget. |
| Curriculum Coaches/ Lead Teachers  (Literacy, Math, Science, Social Studies) | * **Provide instructional support on Math and Literacy to teachers** * **Provide advice on technology integration where possible** |
| iTech Coach  (Instructional Technology Integration Coach)  Full time position | * **Provide support to iTeachers in using instructional technology** * **Monitor use of technology within the School and facilitate information sharing between departments** * **Coordinate the review units of study produced by the Curriculum Integration Teams** * **Provide information on best practices for integrating technology into the curriculum** * **Attend iTiL training sessions** |
| Course Coordinator  (Administrator or Other)  Small weekly commitment | * **Coordinate iTeach and iLearn Professional development sessions in the School** * **Update course and attendance records in Protraxx** |
| Technician/ Depot Manager  (School Based)  Full time position- may be a para-professional | * **Set up, maintain and run the School depot room** * **Repair (or send to manufacturer) / re-image iTeach machines** * **Maintain accurate inventory within school** |
| iSquad Advisor  Part-time position | * Determining hours of operation * Communicating with the school’s technical support professionals * Identifying a base of operations * Recruiting squad members * Facilitate student training including Weekly Meetings * Develop a plan for data collection * Online Student Training Ticket Tracking & Technology Maintenance |
| eChalk Site Manager  Part time position | * Support school members’ use of eChalk * Guide and train members of your school community through the implementation process * Delegate various areas of system maintenance to other users at the school (e.g. resetting user passwords, posting calendar events, etc.) |

Central Project Staff

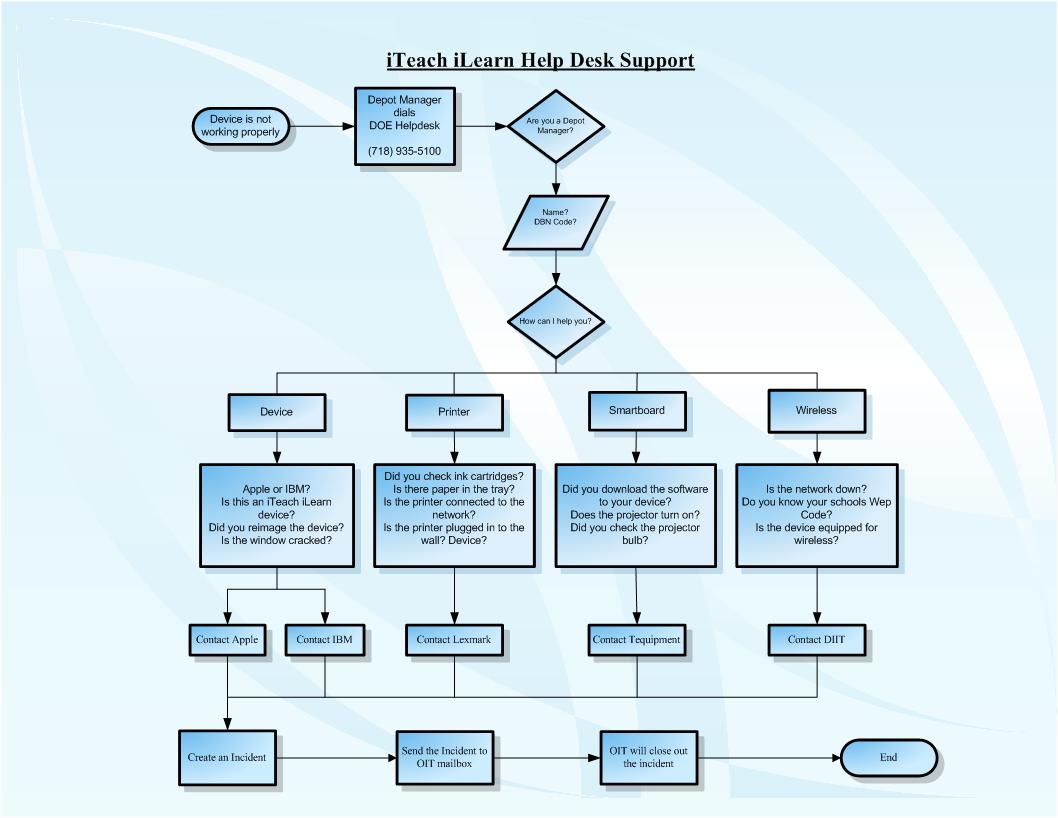
The following is a list of the partners in iTeach/iLearn. As implementation proceeds you will get more detailed contact from the direct vendors you will be working with. For the most part, OIT will be the single point of contact between the schools and the vendors.

|  |  |
| --- | --- |
| **Organization** | **Roles and Responsibilities** |
| Absolute/Computrace | * Provides Computrace, the “Lo-Jack” for laptops * Will work to recover lost or stolen equipment * Provides asset management and tracking tools for * iTeach/iLearn (and other) school inventory * Maintains Customer Center data base * Updates DIIT Help Desk (MAGIC) data base |
| Apple | Provides iTeach/iLearn laptops to selected schools along with  Out-of-the-Box professional development |
| Curriculum Integration Teams  (CITs) DOE | Led by the Subject Directors of Math, Science, Language Arts  and Social Students, provides lesson plans and Internet content for  iTeach/iLearn |
| Datamation | Provides customized security carts for classroom hardware |
| Division of Instructional and  Information Technology (DIIT),  DOE | * Maintains DOE network * Provides iTeach/iLearn Help Desk and other technical support |
| E-Chalk | Provides web-based communication systems and services, including  student-safe email, web-based file storage and professional  development related to its products and services |
| DELL | * Provides iTeach/iLearn laptops to selected schools along with   Out-of-the-Box professional development   * Coordinates all site surveys, laptop deployment, staging and integration services |
| Trifusion and ICC | * Acts as systems integrators under the direction of IBM: staging,   asset tagging, pre-delivery preparation   * Deploys devices to schools * Maintains device inventory and oversees Smart Swap repair, delivery * Maintains asset management data base to interface with Absolute |
| Lexmark | Provides iTeach/iLearn printers |
| MOUSE | Will help schools form iSquads, provide the MOUSE curriculum and  technical training for students |

Appendix G



Appendix I Current DOE Policies



* Current IAUP for staff, students, parents <http://www.nycenet.edu/Administration/Offices/FinanceandAdministration/DIIT/WebServices/iaup/default.htm>
* “Policy” for Inventory removed from building. See page 33 of this presentation on the DOE website: <http://www.nycenet.edu/oag/ico/ict.ppt>
* **Inventory Chapter of SOPM can be accessed by clicking on SOP Inventory Chapter:**

[**www.nycenet.edu/Offices/DFO/SOP/SOPChapters/Inventory.htm**](http://www.nycenet.edu/Offices/DFO/SOP/SOPChapters/Inventory.htm)

**Appendix J**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Week of:** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Comments** | | | |
| Month/Day |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **DIRECTIONS:** | |  |  |  |  |  |  |  |  |
| **Teachers:** Please initial at the end of each day signifying that you have verified that all computers are in each cart. | | | | | | | | | |
| Use one sheet per cart. | |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| The Depot Manager will collect this form at the end of each quarter. | | | | |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |

**Appendix J**

**Teacher Name: Date:**

**School:**

**Directions:** Please initial after each item to signify that you agree. Send a copy to OIT.

**Teacher Tech Coach**

1. I know how to power up my computer and have been given the teacher password.
2. I have been shown how to charge the computer and how to place it in the cart.
3. I know how to find programs and documents on my computer.
4. I have been given an overview of the main programs.
5. I have been shown how to add a printer.
6. I have been shown how to access my email account.
7. I have been given an overview of how the computer is organized.
8. I have been shown how to set up the digital projector for use with my computer.
9. I know how to shut down the computer.
10. The Tech Coach has instructed me on best practices for keeping my computer safe and in good condition.

In the inventory system, This computer has been reassigned to an iTiL eligible teacher:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Depot Manager

I authorize this change and training: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Principal